DMHRS*i*
Defense Medical
Human Resources System Internet

Standardizing human resource information across the tri-Service medical community

Message from the Director of Human Resources Solutions

David Gervais
Director, Human Resources Solutions

We stand ready to embark on a great new beginning. This month's newsletter will continue to outline the activities underway that will test the DMHRS*i* application in preparation for deployment across the Military Health System.

We are focused on bringing the medical community an excellent product - one that meets Service-approved requirements, performs within the desired user parameters, and has been fully tested and configured to assist in managing the human resources of our Military Treatment Facilities. Please take a look at the enclosed articles - they will provide you with great insight into the information technology architecture of DMHRS*i*, the preparation that will support its implementation at your facilities, and the testing that is on-going during this month. As always, we welcome your input, questions and suggestions. During our September issue, I expect to report on a highly successful System Qualification Test. ■

The Architecture of DMHRS*i*

DMHRS*i* is a Commercial-Off-the-Shelf (COTS) application, the Oracle 11i E-Business Suite coupled with the Oracle 9i database. The application is designed to support the business processes associated with running and managing the human resource aspects of Manpower, Personnel, LCA/MEPRS, Education & Training, and Readiness for the Defense medical community. Although the Oracle application is very flexible, and able to support the unique military requirements of the MHS, it was selected to support "best" HR business practices and requires the Services to standardize and implement "best" business practices to fully utilize the application. Essentially, the human resource processes of the MHS have been configured to the Oracle COTS DMHRS*i* application.

Data Flow

DMHRS*i* depends on source data from each of the Services' personnel systems plus other DoD components. These data populate many of the pre-existing fields within DMHRS*i*, relieving the end-user from having to perform time intensive, and repetitive data entry. Once received, the data goes through a series of conversion and mapping steps before it populates a Tri-Service table and is, subsequently, loaded into DMHRS*i*. All data is backed up daily to a sophisticated tape backup system and stored 20-miles offsite for continuity of operations.

End-User Access

All the DMHRS*i* data is processed by a SunFire 15K server and stored on a Hitachi Storage Area Network (SAN). The hardware
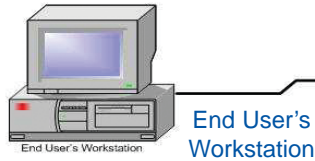
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Log on at www.ritpo.ha.osd.mil
click on the Human Resources tab

DMHRSi Network Architecture
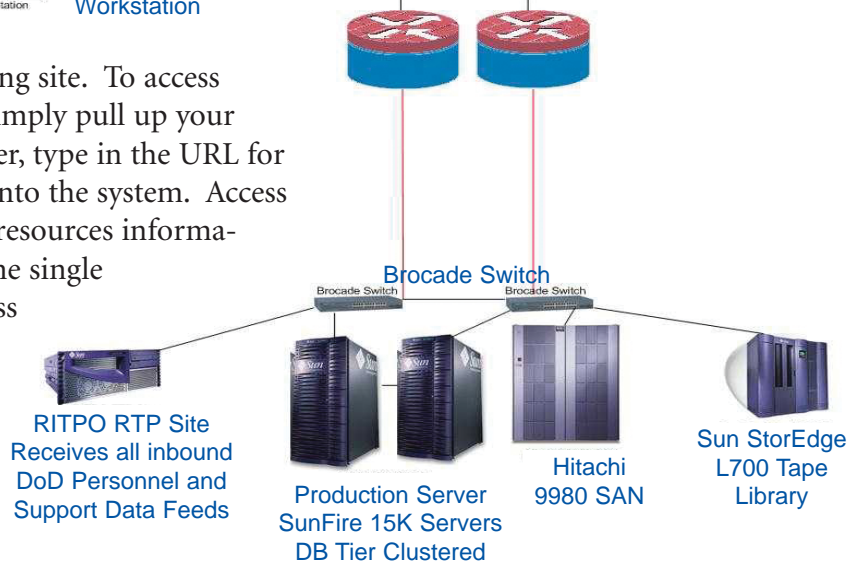
and software are centrally located at a state-of-the-art secure hosting site. To access data in DMHRS*i*, simply pull up your familiar web browser, type in the URL for DMHRS*i*, and log into the system. Access to relevant human resources information is now all in one single location. This access is based on one's 'level of access' or 'need to know' as identified by your organization or Service. Super users,

NIPRNET/Internet

End User's Workstation

Brocade Switch

RITPO RTP Site Receives all inbound DoD Personnel and Support Data Feeds

Production Server SunFire 15K Servers DB Tier Clustered

Hitachi 9980 SAN

Sun StorEdge L700 Tape Library

or functional experts, who will frequently access DMHRS*i*, will need a small self-downloading Java applet called J-Initiator. The J-Initiator downloads once, the first time the Super User logs on. This enables Super Users to access DMHRS*i* forms to complete work duties.

No longer being required to access multiple systems increases your ability to perform your job more efficiently, and the DMHRS*i* reporting tools allow you to quickly collect and display information for management or analysis. ■

> **"DMHRS*i* will assist medical commanders to determine who their people are, how much they cost, what training they have, and who is deployable"**
>
> - **Dave Gervais**, Director, Human Resources Solutions (from June 2003 Press Release online at www.ritpo.ha.osd.mil)

▶ *Where Has DMHRSi Been?*

Throughout 2003, DMHRS*i* has been showcased at Army, Navy and Air Force treatment facilities, meetings and conferences. The application has been presented and demonstrated to several leaders and user groups, particularly at the three prototype sites – Winn Army Community Hospital, Naval Hospital Jacksonville, and Malcolm Grow Medical Center. These presentations and demonstrations have kept high-level leaders, officers, executive staff members, functional experts, and site personnel up-to-date with the status and use of DMHRS*i*.

DMHRS*i* was presented at the Annual TRICARE Conference in Washington, DC in January, the Healthcare Information and Management Systems Society (HIMSS) Conference in San Diego, California in February, and the Air Force Resource Management Symposium in San Antonio, TX in May. In June, the application was featured at the Army Medical Resource Management Symposium & Exhibition in San Antonio, Texas; the Tri-Service MEPRS Conference in Lansdowne, Virginia; and at the Air Force Personnel Center in San Antonio, Texas.

After introducing DMHRS*i* to workshop participants at the AF Resource

Management Symposium, attendees stopped by the DMHRS*i* booth for a live demonstration. ■

Military personnel receive detailed information on DMHRSi capabilities and work processes.

DMHRSi advocates were on hand to meet with attendees and answer questions.

Participants were able to navigate through this easy-to-use system, including Timecard and Enrolling in Training functions.

At the MEPRS conference, LCA functional users learn about the relationship between MEPRS Functional Cost Codes and DMHRSi.

▶ *Supporting SQT*

In preparation for System Qualificat-ion Testing (SQT), the DMHRS*i* team has briefed senior-level Service personnel on SQT objectives and activities, conducted testing of configured functions and processes, developed training courses and related materials, and identified and began Site subject-matter expert (SMEs) training at each site. Following training, the SMEs perform SQT operational scenarios and the IV & V contractor records findings.

Currently, the DMHRS*i* team is implementing various change management activities in support of SQT including:

- The documentation of associated business processes.
- The observation of actions and processes performed by site personnel (for use in future deployment and implementation throughout the MHS).
- The dissemination of pertinent DMHRS*i* materials, including marketing and training resources.
- The maintenance of a DMHRS*i* help desk.

Upon completion of SQT, a survey will be distributed to collect feedback on training efforts and the DMHRS*i* product. A determination on MHS-wide implementation will follow. To gain Service acceptance, maximum participation at each prototype site is essential.

In support of your SQT needs, additional information can be obtained by contacting your DMHRS*i* Site Coordinator, visiting the DMHRS*i* website at

FAQ

Question: Who are DMHRS*i* users and what are their roles?

Answer: Self-service users electronically track their labor hours, register for education and training courses, and update select personal information. Functional users, or specialists, rely on DMHRS*i* to complete their day-to-day functional duties, and Managers analyze and report on the data captured in DMHRS*i* for decision-making purposes. Super users are experts in DMHRS*i* navigation and application functions, and are either functional users or managers. They also rely on DMHRS*i* to complete day-to-day responsibilities.

http://ritpo.ha.osd.mil and clicking on the Human Resources tab, or contacting the DMHRS*i* help desk at DMHRSihelp@ASMR.com or (800) 642-1810. ■

▶ *DMHRSi Training for SQT and Beyond*

It is well known that 'good training reaps good understanding and, ultimately, user satisfaction'. Preparing to test the Defense Medical Human Resources System - *internet* is no different. For several months, the project team has been preparing for user training, which will provide them with the information and knowledge needed to test the application and to help sustain them after the testing is completed.

The foundation for the training is the DMHRS*i* Functional Processes which provide detailed instruction and screenshots. These processes were developed using an Oracle tool called Tutor and provide the user with the scope, policies, detailed navigation steps and a flow diagram of the process. With the addition of screenshots and helpful user hints, even the novice user can navigate through this robust, integrated application.

One of the unique capabilities of DMHRS*i* is the ability for every employee to complete the entry of labor hours, request to attend a class or review their personal information electronically via 'Self Service'. The goal is for every employee to be trained (over time) and to use the self-service functionality.

During the period of 4-15 August 2003, a selected group of functional [Manpower, Personnel, Labor Cost Assignment (MEPRS/EAS IV staff), Education & Training and Readiness] and some self-service users will be trained on the functional processes and the self-service capabilities. This training will occur at Winn Army Community Hospital, Naval Hospital Jacksonville, and Malcolm Grow Medical Center. The training will be provided by staff from Oracle University and will be supported by Oracle and project functional experts.

The users will have an opportunity to demonstrate the use of the application by participating in a System Qualification Test (SQT) between 18-29 August 2003. In addition to completing the SQT, the users will be evaluated on integrating DMHRS*i* into their normal operations. ■

For more information on DMHRSi implementation and SQT, or to download marketing materials and other resources, please visit the DMHRSi website at www.ritpo.ha.osd.mil and click on the Human Resources tab.

▶ *FYI*

On July 11, 2003, DMHRS*i* Version 1.0 received a determination from the Air Force Communications Agency that this version does not adversely affect the Air Force Air and Space Terrestrial Communications Network. This signifies that DMHRS*i* Version 1.0 was subjected to an assessment sufficient in depth to support the stated determination. At this point, implementing Air Force Major Commands may use this determination as a factor/basis in the issuance of Certificates to Operate (CTO) that permit deployment and implementation of this application. ■